| ESTTA Tracking number: | **ESTTA242217** |
| Filing date: | **10/13/2008** |

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

Application Serial No.	77229560
Applicant	Connextions, Inc.

Notice of Appeal

Notice is hereby given that Connextions, Inc. appeals to the Trademark Trial and Appeal Board the refusal to register the mark depicted in Application Serial No. 77229560.

Applicant has filed a request for reconsideration of the refusal to register, and requests suspension of the appeal pending consideration of the request by the Examining Attorney.

The refusal to register has been appealed as to the following classes of goods/services:

- Class 009. First Use: 2000/08/00 First Use In Commerce: 2000/08/00
  All goods and services in the class are appealed, namely: Computer software for use in the provision of customer care and customer relationship management services, namely, for use in managing and accessing databases for receiving and responding to sales, service, technical support and general information inquiries of customers of others, and for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments; computer software for workforce management applications including forecasting, scheduling and adherence functions to determine customer contact volume across multiple mediums in order to address the needs of customers of others; computer software which groups call systems and tools needed to address interactions with customers of others and directs call flow by appropriate scripts that may be downloaded from a global computer network; computer software for data capture and reporting to identify, track and act upon customer interaction trends that may be downloaded from a global computer network; computer software to track move/add/change requests made by others and provide issue resolution coordination that may be downloaded from a global computer network; computer software for automated root cause and trend analysis which compiles contact data, customer data and business process data for trend analysis within and across customer support systems of others

- Class 035. First Use: 2000/08/00 First Use In Commerce: 2000/08/00
  All goods and services in the class are appealed, namely: Customer relationship management services and customer care services for others, namely, managing databases and receiving and responding to sales, service, technical support and general information inquiries of customers through a variety of media, and enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments, and providing customers with multicultural marketing solutions and speech- driven navigation tools; employment agency services; management of customer interaction management centers providing customer care and customer relationship management services

- Class 038. First Use: 2000/08/00 First Use In Commerce: 2000/08/00
  All goods and services in the class are appealed, namely: Telecommunication services, namely, providing telephone, electronic mail, and automated call services and providing multiple- user access to a global computer information network; advanced computer telephony integration for intelligent routing and operational efficiency across all media; and computer telephony integration including email, chat and other custom media types

- Class 042. First Use: 2000/08/00 First Use In Commerce: 2000/08/00
  All goods and services in the class are appealed, namely: Computer programming services for others, application service provider services, namely, designing, installing, integrating, networking, hosting, operating and maintaining computer software for others, namely, for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back- office strategy including prioritizing interactions across multimedia, multisite, and

multiskill customer care environments; automated call center services; database development services in the field of customer care and customer relationship management which simplify workflow, consolidate legacy applications, and drive consistency of customer interactions; product research and development for others; computer telephony integration, namely, email and computer disaster recovery planning services

Respectfully submitted,
/jvm/
10/13/2008

Joseph V. Myers III

SEYFARTH SHAW LLP

One Peachtree Pointe1545 Peachtree Street NE, Suite 700

Atlanta, GA 30309

UNITED STATES

tmatlanta@seyfarth.com

(404) 885-1500